Prince Edward Island
Public Service Commission

Annual Report
2009 - 2010

Prince Edward Island
CANADA
Public Service Commission

Building a strong public service
for all Islanders

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Message from the Chief Executive Officer

Mr. Basil Haire, Chair
PEI Public Service Commission
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Charlottetown, PE
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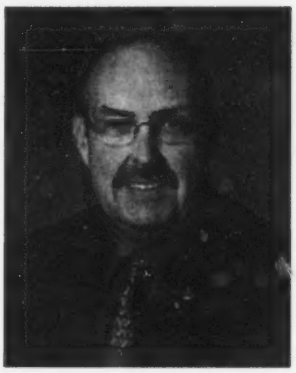


Dear Mr. Haire:

It is with pleasure that I provide you with the annual report of the PEI Public Service Commission for the year 2009-2010. It was my honor to be appointed CEO of the Commission in July 2009 and I certainly inherited a staff which functioned at a very high level with a high volume of work.

The Public Service Commission co-ordinates all corporate human resource functions within the public sector on PEI. As a corporate agency, the Commission interacts daily with all sectors within the PEI government and provides valuable services to all departments.

This annual report provides details on the various activities undertaken by the Commission but I want to highlight the Commission's leadership in continuing the training and development of public sector employees; the move towards full integration of payroll within the Education, Health and Civil Service sectors; the assistance provided to the Department of Education and Early Childhood Development as well as the Department of Fisheries, Aquaculture and Rural Development as they prepared to re-locate to Summerside and Montague respectively; the maturing of a relationship with College Acadie I-P-E respecting the provision of French language training; and the good working relationship between the Commission and the other departments to deal with human resource or labour relations issues.

The Public Service Commission provides critical services to the all sectors of the Government of PEI. The Public Service Commission pledges its continued support to further improve these services.

Respectfully submitted,

Aidan Sheridan, CEO

PEI Public Service Commission

Message du directeur général

Monsieur Basil Haire, président
Commission de la fonction publique de l'Î.-P.-É.
C.P. 2000
Charlottetown, PE
C1A 7N8

Monsieur,

Je suis heureux de vous fournir le rapport annuel de la Commission de la fonction publique de l'Î.-P.-É. pour l'année 2009-2010. Ce fut un honneur pour moi d'être nommé directeur général de la Commission en juillet 2009, et j'ai certainement hérité des employés qui démontrent un grand professionnalisme malgré le volume de travail élevé.

La Commission de la fonction publique coordonne toutes les fonctions ministérielles liées aux ressources humaines dans le secteur public à l'Î.-P.-É. En tant qu'agence-société, la Commission est en relation quotidienne avec tous les secteurs du gouvernement de l'Î.-P.-É. et fournit de précieux services à tous les ministères.

Le présent rapport annuel explique en détail les diverses activités entreprises par la Commission, mais j'aimerais souligner le leadership de la Commission en matière de maintien de la formation et du perfectionnement des employés du secteur public; la démarche vers l'intégration complète de la paie au sein des secteurs de l'éducation, de la santé et de la fonction publique; l'appui fourni au ministère de l'Éducation et du Développement de la petite enfance ainsi qu'au ministère des Pêches, de l'Aquaculture et du Développement rural au moment où ils se préparaient à déménager à Summerside et à Montague respectivement; l'évolution de la relation avec le Collège Acadie Î.-P.-É. concernant la prestation de formation linguistique en français; et les bonnes relations de travail qui existent entre la Commission et les autres ministères lorsqu'il s'agit de régler les enjeux ayant trait aux ressources humaines et aux relations de travail.

La Commission de la fonction publique offre des services essentiels à tous les secteurs du gouvernement de l'Î.-P.-É., et elle s'engage à continuer d'améliorer ces services.

Respectueusement soumis,

Aidan Sheridan, PDG
Commission de la fonction publique de l'Î.-P.-É.

The PEI Public Service Commission Board Members

Basil Haire, Chair

Mr. Haire is currently a private consultant whose work includes sessional lectures at UPEI and instructing, facilitating and advising on organizational review issues. He has a lengthy career in the education sector as a teacher, guidance counselor and administrator. Mr. Haire is currently employed as an administrator in the health sector.

Mr. Haire resides in Summerside, PEI.

Rita Ryan-Sabada

Mrs. Ryan-Sabada is a retired provincial public service employee. She has extensive experience working with the Union of Public Sector Employees on behalf of provincial employees. She is an avid volunteer and an active member of the community. Her appointment to the PEI Public Service Commission Board is for a five year term, effective from January 23, 2007.

Mrs. Ryan-Sabada currently resides in Charlottetown, PEI

Warren MacLean

Mr. MacLean is a private sector owner and operator of an Island tree farming business. Mr. MacLean is also an active member of his community. He was appointed to the PEI Public Service Commission Board on January 23, 2007, for a five year term.

Mr. MacLean resides in Iris, PEI.

Executive Summary

During the 2009-2010 fiscal year, the Public Service Commission (PSC) demonstrated its continued commitment to provide quality human resource programs and services. As in previous years, the PSC had a large and complex workload. This summary provides an overview of the PSC and summarizes the highlights of the year.

The mandate of the Public Service Commission (PSC) as outlined in the *Civil Service Act* is to:

- maintain a professional and independent civil service;
- provide a service which is responsive and flexible to the public's needs;
- foster a constructive working relationship among the government, its employees and their representatives;
- foster the development of a public service that is representative of the province's diversity.

The PSC fulfills its mandate by providing human resource leadership and services that support public service excellence and capacity to deliver government's programs and services through advice and assistance in the following areas: human resource planning, employer and employee relations, learning and development, quality of human resource processes and systems, employee health, safety and well-being as well as quality of human resource legislation, regulation, policy and collective agreements.

The commission is organized into three divisions:

- **Staffing and Human Resource Planning Division includes:** staffing and recruitment, human resource planning, diversity management and employee learning and development.
- **Classification and Employee Relations includes:** labour relations, classification, occupational health and safety as well as the employee assistance program;
- **Corporate Services includes:** payroll administration, French language training as well as the administration of the employee training and development funds.

Staffing Competitions continued at a high level of activity in 2009-2010, with a total of 2,794 competitions, 498 competitions in the civil sector and 2,296 in the Department of Health. This represents both an increased number of total applicants and an increase in the number of participants having qualified and eligible status in government and health sector competitions.

In addition to regular staffing activity within civil and health sectors, a highlight of the recruitment year was the Public Sector Internship Program. Through the Canada-Prince Edward Island Labour Market Agreement, the province established a program to provide recent graduates with work experience in provincial government related to their skills and education. Work terms of 52 weeks in length were created for 50 interns across government. All candidates were screened, tested and interviewed. Due to the high application rate, another 50 six-month placements were approved and work is underway to fill these.

In February 2010, the PSC developed and distributed an HR Planning Toolkit to Deputy Ministers and Human Resource Managers to assist departments in developing HR plans for the end of the 2010 calendar year. Departmental HR plans combined with the introduction of employee engagement tools have laid the foundation for good human resource management in the coming years. Anticipated results are recruitment of youth, improved leadership development opportunities and transition planning for retirement.

The PSC is committed to providing a positive work environment which recognizes respects and accommodates the diversity of individuals. The PSC continues to encourage the development of a public service that is representative of the diverse population we serve.

The 2009 Annual Premier's award for Diversity Leadership was presented to Janet Perry-Payne representing the Department of Education and Early Childhood Development.

Left to right: Premier Robert Ghiz, Janet Perry-Payne and Thilak Tennekone

The population of the Island is becoming more diverse and continuing to grow. In 2009-2010, the PSC initiated a government-wide training strategy on diversity and cultural understanding. Training for the managers focuses on building a diverse and inclusive workforce.

The Commission's renewed corporate commitment to learning and development for employees has resulted in successful relationships with various external partners such as Ceridian Canada, the University of Prince Edward Island, Insights Atlantic and Collège Acadie Î.-P.-É. (second annual contract). Our partners develop and/ or customize programs to meet the needs of members of the public service.

The corporate training and development funds for unionized and excluded employees continued to be a popular avenue for employees to access learning opportunities. These funds ($250,000 for the unionized fund and $100,000 for the excluded fund) are available to individuals and employee groups. The funds are meant to foster career development and ultimately improve service delivery to Islanders. Each fund has an approval committee in place and the PSC provides administration services for the fund. In the fiscal year 2009-2010, 486 requests were approved from the Unionized Employee Development Fund and 176 were approved from the Excluded Employee Development Fund.

In light of a large number of retirements from the public service in the near future, programs are offered to increase the adaptability and excellence in leadership required to meet the significant changes occurring during the next three to five years.

In 2008, seven employees attended training and were accredited as corporate resources to deliver Insights Discovery facilitation to employees and teams throughout government. In this fiscal year, 392 employees participated in that Insights training.

The UPEI Public Sector Leadership Program was developed in partnership with the PSC and other public sector organizations. The program consists of nine, two day workshops that take place over a period of nine months. Forty provincial government employees attended this year and a call has gone out for the next fiscal year cohort.

The Classification and Employee Relations Division provides classification services to the civil service in accordance with the Civil Service Act. Health Sectors, Regional School Boards, the Food Technology Centre, the Department of Innovation and Advanced Learning, Prince Edward Island Business Development Inc. and other public sector organizations are served on a contractual basis by Classification's.

Classification staff participated in 14 appeal hearings and conducted approximately 480 classification reviews. The 480 reviews conducted represent a 22% increase over last year. Classification of positions continued on an on-going basis, including work related to the re-alignment of various departments within the Civil Sector, announced on January 13, 2010 and the creation of Health PEI. The health sector had a total of 174 requests, as compared to the civil sector with 285 requests.

The Labour Relations section provides advice and assistance with disciplinary matters and workplace harassment as well as assisting with resolutions for grievances and work site issues. With nine out of ten public sector agreements expiring in 2009-2010, the PSC coordinated information gathering to prepare for a busy year representing government's interests at the bargaining table.

The Employee Assistance Program (EAP) assists employees in dealing with personal or work related issues which affect their work life. The Program reported 412 new cases from the civil service, health and education sectors; 50 more than in the previous year. Of all referrals, approximately 77% were self-referrals while 7.5% were employer initiated.

Over six individual sessions, in consultation with HR managers, a Supervisor Assisted Referral workshop was developed and delivered to 126 supervisors. Healthy workforce initiatives such as conflict resolution and/or stress management training sessions were provided for 316 employee participants.

A major 2009-2010 undertaking for Occupational Health and Safety was a pilot project assisting two government work sites in developing a Noise Control and Hearing Conservation Program. The program helped worksites comply with Occupational Health and Safety Regulations, specifically Part 8, Noise. Occupational Health and Safety conducted noise level testing on 41 locations and performed 512 hearing tests, up significantly from previous years.

In addition, a total of 339 employees attended training in the following areas: WHMIS, Office Ergonomics, Workplace Inspections/Accident Investigations, General Safety Awareness, Safety for Young Workers and Violence in the Workplace Policy.

The number of workplace accidents resulting in time lost from work was 30, up slightly from last year's number of 28. There were 94 employee incidents with no time lost from work.

Ergonomic assessments of office work stations continued, for a total of 88 work stations assessed and recommendations made. Though the number is slightly down from last year, the assessments have become more complex, sometimes requiring 2 or more site visits.

The Corporate Services Division provides leadership and support in the areas of payroll administration, systems administration, corporate services, French language training, divisional initiatives and activities. Advice is routinely provided on a range of financial and administrative matters, including the development and management of the PSC budget. The Corporate Services Division also coordinates the Human Resource Managers Group. The Human Resource Managers Group meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input into policies and procedures and to discuss HR related issues.

Through Systems and Administration, the PSC is leading the corporate initiative to upgrade payroll and implement the Human Resources Management System. Work continues on implementation within the three Island school boards.

The French Language Training Program, in keeping with its mandate to support the *French Language Services Act*, continued to provide employees with a wide range of learning and development opportunities. A second contract was signed with Collège Acadie Î.-P.-É. to deliver a part-time evening employee French program. The part-time evening program saw 222 employees of varying French skill levels taking part. Another 64 bilingual employees participated in specialized programs offered directly by the French Language Training Program. These specialized programs focused on the maintenance of grammar and conversation skills. Continued development of government's bilingual employee capacity remains a strategic institutional goal. French Language Training is responsible for keeping an inventory of bilingual staff within the Human Resource Management System and does oral proficiency assessments at the request of staffing and individual employees. Approximately 200 employees are evaluated as bilingual in this inventory.

French Language Training is responsible for keeping an inventory of bilingual staff within the Human Resource Management System and does oral proficiency assessments at the request of staffing and individual employees. Approximately 200 employees are evaluated as bilingual in this inventory.

To encourage employees in maintaining their French skills, French Language Training launched a new Bilingual Employee Network. Through a series of brown bag lunch meetings and membership to a virtual network, employees are informed about upcoming events in French, training opportunities and tips to keep the language active.

The PSC also organizes and coordinates the Long Term Service Recognition Program which honors employees who have completed 20, 25, 30 and 35 years of continuous service.

Premier Robert Ghiz hosted a luncheon for the 20 year recipients on Wednesday, June 9, 2010 for 102 civil employees. The luncheon for the 25, 30 and 35 year recipients was held on Wednesday, June 16, 2010. There were 49 recipients with 25 years of service, 49 recipients with 30 years of service and 35 recipients with 35 years of service.

The Employee Innovation Awards Advisory Program: coordinated by the PSC; was created to encourage and reward employee innovation within the Public Service. The program recognizes employees and teams for innovations which significantly reduce government costs, improve service to the public, or result in improvement to workplace safety and or wellness. During the year 12 new suggestions were received, bringing the total number of suggestions received since the program was launched in the spring of 1998 to 281. In this fiscal year, one suggestion was implemented, with ten under review.

Justice and Public Safety received the plaque for Most Suggestions Submitted by an Employee, while, Fisheries, Aquaculture and Rural Development received the plaque for Most Suggestions Implemented. There were no nominations for the Departmental Award during 2009-2010.

These highlights demonstrate the variety of activities that the PSC pursues in fulfilling its mandate of providing strategic human resource leadership, management and administrative programs and services.

Premier's Long-term Service Award Recipients
Récipiendaires des récompenses du Premier ministre pour longs états de service

30 years / 30 ans

35 years / 35 ans

Résumé

Au cours de l'exercice financier 2009-2010, la Commission de la fonction publique (CFP) a manifesté son engagement continu à fournir des programmes et services de qualité en matière de ressources humaines. Comme les années passées, la CFP avait une charge de travail importante et complexe. Le présent sommaire offre un survol de la CFP et résume les faits saillants de l'année.

- Le mandat de la CFP, selon la *Civil Service Act* (loi sur la fonction publique), est le suivant :
- assurer l'indépendance et le professionnalisme de la fonction publique;
- fournir un service souple et adapté aux besoins du public;
- favoriser des relations de travail constructives entre le gouvernement, son personnel et ses représentants;

favoriser l'essor d'une fonction publique à l'image de la diversité de la province.

La CFP exécute son mandat en assumant son rôle de chef de file et en offrant des services en matière de ressources humaines qui appuient l'excellence dans la fonction publique et la capacité du gouvernement d'offrir des programmes et des services. Pour ce faire, elle fournit de l'aide et des conseils dans les secteurs suivants : planification des ressources humaines; relations patronales/syndicales; apprentissage et perfectionnement; qualité des systèmes et processus des ressources humaines; santé, sécurité et mieux-être du personnel; qualité des lois, des politiques et des règlements relatifs aux ressources humaines; et qualité des conventions collectives.

La Commission est organisée en trois divisions :

- **Division de la dotation et de la planification des ressources humaines :** dotation et recrutement, planification des ressources humaines, gestion de la diversité;
- **Division de la classification et des relations de travail :** relations de travail, classification, santé et sécurité au travail, programme d'aide aux employés;
- **Division des services généraux :** administration de la paie, formation linguistique en français, administration du fonds de formation et de perfectionnement des employés.

La Division de la dotation et de la planification des ressources humaines assume un rôle de chef de file et fournit des services dans les domaines du recrutement, de la dotation, de la gestion de la diversité, de la planification des ressources humaines ainsi que des initiatives de formation et de perfectionnement.

L'activité de dotation n'a pas ralenti en 2009-2010 avec le parachèvement de 2 794 concours - 498 dans le secteur des affaires publiques, et 2 296 au ministère de la Santé. Il s'agit d'une augmentation du nombre total de candidats, en plus d'une augmentation du nombre de candidats qualifiés et admissibles aux concours du gouvernement et du secteur de la santé.

En plus des activités de dotation habituelles au sein de la fonction publique et du secteur de la santé, le Programme de stages dans la fonction publique a été l'un des points forts en matière de recrutement. Par le biais de l'Entente Canada–Île-du-Prince-Édouard sur le marché du travail, la province a créé un programme visant à fournir aux récents diplômés une expérience de travail dans leur champ d'études. Cinquante stagiaires ont ainsi obtenu des placements de 52 semaines au sein du gouvernement. Tous les candidats sont passé le processus de sélection, d'évaluation et d'entrevue. En raison du grand nombre de demandes, 50 autres placements de six mois ont été approuvés et sont en cours de dotation.

En février 2010, la CFP a préparé et distribué une trousse de planification des ressources humaines aux sous-ministres et aux directeurs des ressources humaines afin d'aider les ministères à élaborer les plans de ressources humaines avant la fin de 2010. Les plans de RH des ministères et l'introduction d'outils visant l'engagement des employés ont jeté les bases d'une gestion efficace des ressources humaines pour les années à venir. Les résultats attendus sont notamment le recrutement de jeunes, de meilleures occasions de développer le leadership et la planification de la transition vers la retraite.

La CFP s'engage à créer un environnement de travail positif qui reconnaît et respecte la diversité des personnes. Nous avons continué de favoriser l'essor d'une fonction publique qui représente la population diversifiée qu'elle dessert.

Le prix annuel du premier ministre pour le leadership en matière de diversité 2009 a été présenté à Janet Perry-Payne qui représente le ministère de l'Éducation et du Développement de la petite enfance.

De gauche à droit: Premier Robert Ghiz, Janet Perry-Payne et Thilak Tennekone

La population de l'Île continue d'augmenter et de se diversifier. En 2009-2010, la CFP a lancé une stratégie de formation pangouvernementale portant sur la compréhension de la diversité et des cultures. La formation à l'intention des directeurs vise à bâtir un effectif diversifié et inclusif.

L'engagement renouvelé envers la formation et le perfectionnement des employés a permis d'établir des liens avec divers organismes externes tels que Ceridian Canada (troisième contrat annuel), l'Université de l'Île-du-Prince-Édouard, Insights Atlantic, et Collège Acadie Î.-P.-É .(deuxième contrat annuel). Nos partenaires développent et adaptent des programmes pour répondre aux besoins des membres de la fonction publique.

Le fonds de formation et de perfectionnement pour les employés syndiqués et exclus était toujours populaire auprès d'employés individuels et de groupes d'employés qui souhaitaient accéder à des occasions de formation. Le fonds destiné aux travailleurs syndiqués comptait 250 000 $ et celui destiné aux travailleurs exclus comptait 100 000 $. Ces fonds ont comme but de favoriser le perfectionnement professionnel et, par conséquent, améliorer la prestation de services aux Insulaires. Chaque fonds dispose de son propre comité d'approbation et la CFP procure les services administratifs nécessaires pour chacun des fonds. Au cours de l'année financière 2009-2010, 486 demandes ont été approuvées pour le Fonds de perfectionnement des employés syndiqués, et 176 pour le Fonds de perfectionnement des employés exclus.

En prévision du grand nombre de fonctionnaires qui prendront leur retraite dans les prochaines années, des programmes sont offerts pour améliorer l'adaptabilité et développer l'excellence en matière de leadership en vue des changements importants prévus pour les trois à cinq prochaines années.

En 2008, sept employés ont pris part à une formation afin de recevoir une certification leur permettant d'animer des séances d'Insights Discovery à l'intention d'employés et d'équipes de tous les ministères. Au cours de cette année financière, 392 employés ont suivi la formation d'Insights.

Le UPEI Public Sector Leadership Program fut mis sur pied en collaboration avec la CFP et d'autres organismes de la fonction publique. Le programme présente neuf ateliers de deux jours chacun qui s'échelonnent sur neuf mois. Quarante employés du gouvernement provincial y ont participé cette année, et l'appel a été lancé aux participants pour la prochaine année financière.

La Division de la classification et des relations de travail fournit des services de classification à la fonction publique en vertu de la *Civil Service Act*. Elle fournit également des services de classification sur une base contractuelle au secteur de la santé, aux commissions scolaires régionales, au Centre de technologie alimentaire qui relève du ministère de l'Innovation et des Études supérieures ainsi qu'à Prince Edward Island Business Development Inc. et à d'autres organismes du secteur public. Au cours de l'année, le personnel a effectué environ 480 examens de classification, ce qui représente une augmentation de 22 % depuis l'année précédente. Le personnel a également pris part à 14 audiences en appel.

La classification de postes s'est poursuivie, dont des activités liées au remaniement de plusieurs ministères à l'intérieur de la fonction publique, annoncé le 13 janvier 2010, ainsi qu'à la création de Santé Î.-P.-É. Le secteur de la santé a reçu 174 demandes au total, tandis que la fonction publique en a reçu 285.

La Section des relations de travail a, quant à elle, continué de fournir des conseils et de l'aide en ce qui a trait aux questions disciplinaires et à celles de harcèlement en milieu de travail. Puisque neuf des dix conventions collectives de la fonction publique sont arrivées à échéance en 2009-2010, la CFP a coordonné la cueillette d'information pour se préparer à présenter les intérêts du gouvernement à la table de négociation.

Le Programme d'aide aux employés appuie les employés dans la gestion de problèmes personnels ou professionnels qui ont une incidence sur leur travail. Le Programme a rapporté 412 nouveaux cas parmi les employés de la fonction publique et des secteurs de la santé et de l'éducation, soit 50 cas de plus que l'année précédente. Dans environ 77 % des cas, l'employé a pris l'initiative de participer au programme, et dans 7,5 % des cas, c'est l'employeur qui a dirigé l'employé vers le programme.

En collaboration avec les directeurs des ressources humaines, nous avons mis au point un atelier visant à aider les superviseurs à orienter leurs employés. Les six séances individuelles de l'atelier ont été données à 126 superviseurs. Dans un effort visant à appuyer un effectif sain, on a offert des ateliers sur la résolution de conflits et la gestion de stress à 316 participants.

La section de Santé et sécurité au travail a entrepris en 2009-2010 un programme pilote important visant à aider deux sites de travail du gouvernement à développer un programme de contrôle du bruit et de protection de l'ouïe. Ce programme a été créé en vertu de la section 8 du règlement sur la santé et la sécurité au travail, soit celle portant sur le bruit. Ce faisant, la section de Santé et sécurité au travail a inspecté le niveau de bruit dans 41 lieux de travail et effectué 512 examens auditifs, soit une augmentation importante depuis l'année dernière.

En outre, 339 employés ont suivi une formation dans les domaines suivants : le SIMDUT, l'ergonomie au bureau, l'inspection des lieux de travail, les enquêtes d'accident, le sens de la prudence, la sécurité des jeunes travailleurs et la politique sur la violence en milieu de travail.

Le nombre d'accidents causant une absence au travail est passé de 28 à 30 depuis l'année dernière. Le nombre d'incidents impliquant des employés mais ne causant pas d'absence du travail a été de 94.

Les évaluations ergonomiques des postes de travail se sont poursuivies; une évaluation et des recommandations ont été faites pour 88 postes de travail. Quoique le nombre d'évaluations ait diminué depuis l'année dernière, celles-ci sont devenues plus complexes. Certains postes de travail ont exigé deux visites ou plus.

La Division des services généraux assume sont rôle de chef de file et offre du soutien dans les domaines de l'administration de la paie, de l'administration des systèmes, des services généraux ainsi que de la formation linguistique en français.

La Section des services généraux et des finances oriente toutes les initiatives et activités des divisions, notamment l'élaboration et la gestion du budget de la CFP. Elle fournit régulièrement des conseils sur des questions variées d'ordre financier et administratif. Elle veille en outre à coordonner le groupe des gestionnaires des ressources humaines qui se réunit mensuellement afin de partager des idées, d'échanger de l'information au sujet des initiatives en cours, de fournir des commentaires sur les politiques et procédures, puis de discuter de questions relatives aux RH.

Par l'entremise de la section des Système et de l'administration, la CFP est à la tête de l'initiative gouvernementale visant à mettre à niveau et à instaurer le système de gestion de la paie et des ressources humaines. On travaille toujours à la mise en oeuvre de ce système au sein des trois commissions scolaires.

Dans le cadre de son mandat d'appuyer la loi sur les services en français et d'augmenter la capacité bilingue du gouvernement, le Programme de formation linguistique en français a poursuivi ses activités au cours de l'année en fournissant diverses occasions d'apprentissage et de perfectionnement aux employés. Un deuxième contrat a été négocié avec Collège Acadie Î.-P.-É. pour la prestation de cours en soirée; 222 employés de tous les niveaux ont suivi des cours. En outre, 64 employés ont participé à des cours plus spécialisés portant sur la grammaire et la préservation des compétences acquises en conversation offerts directement par le Programme de formation linguistique en français.

Le Programme de formation linguistique en français s'occupe de tenir à jour la liste du personnel bilingue au sein du système de gestion des ressources humaines. Le Programme effectue aussi des évaluations de la compétence orale à la demande de la section de dotation et des employés individuels. Environ 200 employés sont désignés bilingues selon l'inventaire.

Pour encourager les employés à maintenir leurs capacités en français, le Programme de formation linguistique en français a lancé un nouveau réseau des employés bilingues. Par l'entremise d'une série de rencontres à l'heure du dîner et d'inscription à un réseau virtuel, les employés reçoivent de l'information sur des activités en français, des possibilités de formation ainsi que des conseils pour maintenir leurs capacités en français.

La CFP organise et coordonne également le programme de reconnaissance de longs états de service qui rend hommage aux employés qui comptent 20, 25, 30 et 35 ans de service ininterrompu.

Le premier ministre Ghiz a organisé un déjeuner le mercredi 9 juin 2010 afin de rendre hommage aux 102 employés qui comptaient 20 années de service. Un autre déjeuner a eu lieu le mercredi 16 juin 2010 pour reconnaître 49 employés ayant 25 années de service; 49 employés ayant 30 années de service; et 35 employés ayant 35 années de service.

La CFP a continué de coordonner le Programme de mérite pour l'innovation, un programme consultatif qui s'adresse aux employés. Le Programme a été créé afin d'encourager l'innovation au sein de la fonction publique. Il permet de souligner et de récompenser les employés et les équipes qui proposent des innovations dont la mise œuvre a permis de réduire considérablement les coûts de l'État, d'améliorer le service à la population et d'accroître la sécurité ou le bien-être au travail. Au cours de l'année, on a examiné 12 nouvelles suggestions, ce qui porte à 281 le nombre total de suggestions reçues depuis l'instauration de programme au printemps de 1998. Au cours de la présente année financière, une suggestion a été mise en œuvre, et dix sont en cours d'examen.

Le ministère de la Justice et de la Sécurité publique a remporté le prix du plus grand nombre de suggestions présentées par un employé, tandis que le ministère des Pêches, de l'Aquaculture et du Développement rural a remporté le prix du plus grand nombre de suggestions mises en œuvre. Il n'y a pas eu de mise en candidature pour le prix ministériel pour 2009-2010.

Ces faits saillants font ressortir la diversité des activités auxquelles prend part la CFP dans le cadre de son mandat qui consiste à exercer un leadership stratégique en matière de ressources humaines ainsi qu'à offrir des programmes et des services de gestion et d'administration

Staffing and Human Resource Planning Division

The Staffing and Human Resource Planning Division provides leadership and service delivery in the areas of recruitment, staffing, diversity management, human resource planning, and learning and development initiatives. The division is also responsible for the French Language Training Program and the Employee Assistance Program, under a temporary reorganization of the Commission.

Staffing and Recruitment

The PSC provides staffing services to the various government departments, including the Department of Health, in accordance with hiring practices outlined in legislation, various collective agreements, and policy.

The staff of this section are located in various centres across the province and assist the employer in the selection of qualified staff using a process of candidate screening, testing (if required), interviewing, referencing and appointment.

The selection process is based on a set of guiding principles:

- decisions are to be made on the basis of the merit principle of qualifications, relative ability, knowledge and skills
- objectivity, fairness and consistency guide selection activity
- confidentiality must be maintained by all staff involved

Staffing competitions continued at a high level of activity with a total of 2,794 competitions, 498 in the civil sector and 2,296 in the health sector. There were an increased number of total applicants, as well as an increase in the number of qualified and eligible status for both the government and health sector competitions.

In addition to this regular staffing activity within the civil and health sectors, the main recruitment activity during this fiscal year was the Public Sector Internship Program. Through the Canada-Prince Edward Island Labour Market Agreement, the province established this program to provide recent graduates with work experience within a provincial government department related to their skills and education which would better position them to secure future employment.

Work terms of 52 weeks in length were created for 50 interns. Due to the high application rate, another 50 six-month placements have been approved and work is currently underway to fill these.

The interns were hired through a PSC process. All applicants were screened to ensure that they had completed a degree or diploma program and through a screening test to measure general knowledge, reading comprehension and problem-solving abilities. Interviews then took place and appointments were made by the PSC for both the one-year and six-month positions.

Human Resource Planning

Throughout this fiscal year, integrated human resource strategies were implemented as a succession management framework for the public service. The broad strategies are:

- recruit employees that meet the needs of government
- retain employees that provide excellent programs and services
- develop a culture of learning in the public service
- review and modernize human resource policy, processes and practices

Some of the anticipated results are recruitment of youth, improved leadership development opportunities and transition planning for recruitment.

During the summer there was a focused effort to engage students working with the public service. The PSC hired a university student who chaired a Student Planning Committee. The committee planned:

- three social events where students from across government could meet
- a Career Showcase where public service employees from all departments met with students to explain their work and career paths
- a parade float for the Gold Cup & Saucer Parade depicting how the public is served through many different types of work and professionals

The PSC focused resources on activities associated with the retention of employees, particularly employee engagement and the development of a learning culture. The learning and development activities are described in the next section of this report.

Lunch and Learn sessions were delivered to provide tips on how to deal with work loads and stress management.

An employee web site was launched with a reference center on topics such as leadership, communication, performance discussions, mentoring and orientation to government.

A mentor program was launched to help employees foster a mentor relationship. Help was also available for employees to provide a suitable mentor.

The Corporate HR Planning Consultant continued to represent Prince Edward Island on the Inter-jurisdictional HR Metrics and Measures Working Group (IMMWG). The working group developed a suite of 22 HR metrics. These measures/metrics enable the participating jurisdictions to compare themselves against these indicators of HR performance and share best practices information. The final report was present at the annual meeting of Chief Executive Officers of PSC from across Canada. As well, the Corporate HR Planning Consultant continued to work with the Employee Engagement Inter-Jurisdictional Team.

In December 2009, the Deputy Ministers Council approved a Corporate Human Resource Plan. The plan responds to the critical human resource issues that are facing the public service which include:

- current labour force and public service work force demographics
- the importance of employee engagement for retention of employees
- the need for ongoing learning and development of employees
- increasing client expectations for complex and diverse services, and
- the shortage of human resources to meet expectations.

In February 2010, the PSC developed and distributed an HR Planning Toolkit to all Deputy Ministers and Human Resource Managers. The Toolkit provided tips and tools for conducting a human resource planning process as well as specific departmental demographic information. Departments were expected to develop human resource plans for the end of the 2010 calendar year.

The preparation of departmental HR plans as well as the introduction of employee engagement tools has laid the foundation for proactive human resource management for the next fiscal year.

Learning and Development

The learning initiatives delivered during the 2009/2010 fiscal year continued to demonstrate corporate commitment to learning and development for employees.

Government entered a third annual contract with Ceridian Canada to provide training and skills development opportunities for members of the public service which included.

- 24 seminars were offered in a range of subjects that are relevant for leadership and management development, succession planning, retirement lifestyle planning as well as the engagement and retention of employees. 1,663 seats were filled by employees.
- 300 e-learning licenses were strategically issued to all employees in Information Technology Support Services, participants in the UPEI Public Sector Leadership Program, with others being available on a first come first serve basis.
- 60 specialized programs for the Department of Health employees that included: WHIMIS, CPR and CPR Recertification and non-violent crises intervention.
- 10 customized days were provided to departments.

The one year contract was managed by the Public Service Commission. Evaluations of the classroom programs occurred on an ongoing basis and several focus groups were held with employees to collect feedback on the learning opportunities

The corporate training and development funds for unionized and excluded employees continued to be a popular avenue for employees to access learning opportunities. These funds ($250,000) for the unionized fund and $100,000 for the excluded fund) are available to individuals and employee groups. The funds are meant to foster career development and ultimately improve service delivery to Islanders. Each fund has an approval committee in place and the Public Service Commission provides administration services for the fund.

Application status	Unionized Employees Development Fund	Excluded Employees Development Fund
Applications Received	573	204
Approved	486	176
Denied	15	4
Withdrawn	74	17
Not Eligible	1	0
Lack of Funds	14	12

Several programs were put in place to prepare for the large number of retirements from the public service in the near future. These programs are intended to increase adaptability and develop public service excellence during the significant change and transitions that will occur during the next three to five years.

Insights Discovery is a powerful learning system that uses a simple color approach to help individuals better understand themselves and develop effective interactions with others. The Insights Discovery Profile introduces a common language within the organization that can help to improve interpersonal skills, team performance, and leadership. Insights Discovery has been used by teams within Government for several years. During this year 392 employees participated in debriefing sessions that were delivered by seven Insights accredited facilitators who work with the public service.

The UPEI Public Sector Leadership Program was developed in partnership with the Public Service Commission and other public sector organizations. The program consists of nine, two day, workshops over a nine month period. The workshops are designed to increase self-knowledge about leadership styles as well as to provide current theory and practical applications around critical components of leadership such as ethics, communications, strategic thinking and decision making. The program is delivered by local, regional and national experts. This year 40 provincial employees were sponsored for the program and a call was issued for the next fiscal year cohort.

In response to the 2008 Employee Survey results two initiatives that are strongly associated with learning were implemented.

The Learning through Feedback performance discussion tools were introduced corporately. These tools include a Learning Plan to document employees' learning interests and requirements. All the tools are designed with the intent that the performance excellence and development conversation will happen on an ongoing basis. A mentor program was introduced to encourage employees to learn from colleagues who excel in their field of expertise and/or are model leaders. The program provides online tools and references for both mentors and employees seeking a mentor relationship.

In addition, deputy panels were provided for all managers and supervisors to share experiences and information about leadership in the public service.

Diversity Management

The PEI Public Service Commission continues to play a leading role in developing and implementing many diversity initiatives.

The PEI population is becoming more diverse and our diversity is continuing to grow. The population numbers released by the Statistics Canada 2006 national census revealed that there are over 3000 people that speak languages other than English and French in PEI. Recent immigrants accounted for 3.5% of Island population, and two-thirds of Island population growth was due to the recent immigration. "Human Resources and Skills Development Canada 2006 Canadians in Context - People with Disabilities" documented that 16.3% of the Island population has a disability. Also, the 2006 Statistics revealed that Aboriginal persons make up 1.3% of the Island population. A similar percentage of people belong to visible minority groups.

The programs and activities undertaken by the Public Service Commission over the last year are wide-ranging and have had a positive influence in building a public service that values and reflects diversity and inclusiveness. The Public Service Commission distributed the annual diversity theme calendar to all employees as a way of promoting the value of diversity in the workplace.

The Public Service Commission has been actively involved in diversity planning, meeting with senior managers and HR managers from across government. Diversity Planning Guidelines were introduced and distributed to departments. Consultation meetings with departments revealed that the requirements of the corporate diversity strategy vary widely. The Diversity Advisory Committee explored a number of initiatives to determine the most effective ways of addressing the departmental needs and the issues regarding accountability, monitoring, and reporting requirements. The Policy Review Committee analysed responses and feedback received from management meetings and continued to work with the Public Service Commission making recommendations to revise the existing diversity policy.

A government wide training strategy on diversity and cultural understanding was initiated during this year. The training strategy complemented the recommendations outlined by the Immigration Task Force established by the Deputy Ministers Standing Committee on Social Policies. Three training programs were implemented: Valuing Diversity, Cultural Diversity as well as a course for managers, Building a Diverse and Inclusive Workforce. Over the next year, the Public Service Commission will continue to assist departments to design and schedule their diversity training sessions and to encourage employees to attend the sessions.

Other diversity training opportunities such as webinars and the "Valuing Our Diversity" program were provided to::

- to all PSC staff, HR managers and Diversity Advisory Committee members
- Diversity and Aboriginal Education Standing Committee
- Stratford Diversity and Inclusion Committee
- Provincial Gender-Based Analysis Advisory Committee
- PEI Population Network
- Inter-Departmental Committee on PEI's Submissions to Canada's Report on Human Rights Conventions
- Immigration Task Force
- "Showing Our Heritage and Celebrating Our Diversity" took place on June 15 during Public Service Week. Over 500 employees attended the session.

The Diversity Employment Program helps departments to increase representation of designated diversity groups (Aboriginal, Persons with Disabilities, Visible Minorities, Non-traditional Gender Occupations) by creating short-term, casual job placements. In addition, departments were encouraged to consider diversity group members for summer jobs, internships and project based work opportunities. An inventory of individuals from the designated diversity groups is maintained by the Public Service Commission Diversity Consultant to match qualified candidates for placement opportunities and increase the under-represented diversity members in the public service. There are currently 500 candidates registered under the Diversity and Equity Employment Program who are seeking potential employment opportunities within the public service.

The annual Premier's Awards for Diversity leadership were presented to Janet Perry-Payne, Department of Education and Early Childhood Development and Rona Brown, Child and Family Services, Department of Community Services, Seniors & Labour.

Classification and Employee Relations Division

Classification

The role of Classification is to determine the relative worth of jobs, based on the described duties and responsibilities of one position compared to the next position within our organization. The Classification tool which is used is the Willis Position Evaluation System, which was adopted by PSC through a joint committee of Union and Management representatives in 1990. This is fundamental to the employer's commitment to compensate employees fairly and equitably for the work they do.

To this end, the Classification Section is responsible for the development, maintenance and administration of the job evaluation process, and the classification plan which establishes the framework for salary negotiations. The section also provides advice on organizational design and compensation.

Classification Services provides services for all departments of government in accordance with the *Civil Service Act*. Classification services are also provided to Health PEI, the regional school boards, PEI Liquor Control Commission and PEI Business Development Inc under the Department of Innovation and Advanced Learning as well as other crown corporations and agencies.

Approximately 480 classification reviews were conducted by the staff during the year, a 22 % increase over the previous year. The Classification Section has experienced a trend in recent years of classification requests for many positions performing the same role submitted under one position questionnaire. In completing reviews of this type the PSC works with designated department representatives of the entire group, thus streamlining the review process during the initial stages of a review.

The Classification staff participated in 7 appeal hearings during 2009 - 2010 representing 39 encumbered positions, of which 5 were denied and 2 were withdrawn; 1 appeal hearing was carried over from the previous year, and was settled through negotiations between the union and the department without going to a formal hearing.

Due to the volume of classification requests, the section has maintained a staff complement of 4 permanent and 2 temporary classification officer positions.

Classification of positions continues on an ongoing basis including work related to the re-alignment of various departments within the Civil Sector which was announced on January 13, 2010 and the creation of Health PEI. The health sector had a total of 174 requests, as compared to the civil sector with 285 requests.

The division continued to partner in the Atlantic Benchmark Project, as described in previous annual reports.

Labour Relations

Labour Relations Services provides assistance to management within the Civil Service on human resource issues; represents the PSC in collective bargaining within the public sector; provides assistance on the administration and interpretation of the collective agreement between the Government and the Union of Public Sector Employees; develops and implements, with the assistance of Government departments, policies and programs consistent with organizational needs and provides education on modern labour relations practices. The cross-sectoral labour relations contract with Human Resources Associates Inc. is administered by this section.

Nine out of ten public sector agreements expired in the 2009-2010 fiscal year. The PSC co-ordinated information gathering to prepare for a busy year of collective bargaining and represented government's interests at the bargaining table for the respective set of negotiations.

In accordance with a collective agreement requirement with PEI UPSE, Labour Relations initiated meetings between the signatory parties to the Public Sector Group Insurance Plan to review the Master Trust Agreement. This process is ongoing.

Employee Assistance Program

The Employee Assistance Program (EAP) was established in the early 1990's and has been embraced by employees, managers and department leaders and serves civil, health and education sectors. The program continues to function under the direction of the EAP Joint Advisory Committee with representation from both management and unions. The committee's role is to promote EAP in the workplace, to assess the program's effectiveness and to provide suggestions to continually improve program delivery. Committee membership changes on a regular basis helping to keep the program fresh and energized.

The EAP program assists employees in dealing with personal or work related issues which affect their work life. The program also supports managers and directors in addressing personnel and work related problems at an early stage to increase the likelihood of an early and satisfactory resolution that meets both the individual's and employers needs.

For the past year EAP has been working to ensure the relationship with the Departments has been meeting both the needs of the Employer as well the needs of employees. EAP met with HR Managers to review the work that was being done to identify any potential gaps in service and to plan future work within the departments. It was decided to provide Supervisor Assisted Referral Training to departmental supervisors and managers who at times may need to intervene in an employees work life if their work performance is not up to par because of a personal issue. Presently, EAP have been busy with Counselling services and providing workshops to the workplace when possible. Utilization rates for our program increased substantially over the past year. EAP had a total of 412 new cases for the year which is 50 more cases than the previous year.

Of all referrals approximately 77% are self-referrals while 7.5 % were Employer initiated. Although the EAP program is voluntary and employees have the ability to decline service when offered by their supervisor or manager, most do come for the initial session and then decide if they wish to pursue assistance at this time or if they believe they can make the necessary changes needed on their own.

The predominant presenting problems for the past year were; 18.5 % marital and relationship issues, family/children concerns 15% 14.6% stress/anxiety and 10.8% job /career issues.

Over the past year 316 employees attended group presentations on Orientation to EAP Services (2 groups), Worklife Balance (2 groups) , Conflict Resolution workshops (3 groups) Stress Management (2 groups) Change and Transition (3 groups). As well we provided 6 training sessions to 126 supervisors in the area of Supervisor Assisted Referral Training.

It is a privilege to be of service to all government personnel especially when the integrity of our program is founded on impartiality which ensures that the program is not used as a disciplinary measure. This encourages people to access help at an earlier stage which lends for a healthier workforce.

Occupational Health and Safety Program

A major undertaking this year was a "pilot project" assisting two work sites in developing a Noise Control and Hearing Conservation Program to comply with the Occupational Health Safety Regulations Part 8 Noise. This entailed assessing all equipment, noise level testing of identified equipment and writing a detailed report of the testing which included recommendations for Administrative Controls and Hearing Protection.

Also, a Hearing Conservation Program and Procedures template was developed for the use of all departments as a first step in complying with the Noise regulations.

There were 339 employees who attended training sessions on: OHS Committees and Representatives, WHMIS, Workplace Inspections/ Accident Investigations, General Safety Awareness, Safety for Young Workers, Confined Space Awareness and Fall Protection Awareness. Customized training sessions continue to be popular with dep. tments.

The number of workplace accidents resulting in time lost from work was 30, up slightly from last year's number of 28. There were 94 employee incidents with no time lost from work.

This year 88 work station ergonomic assessments were completed and recommendations made for correction - down from 94 last year. Although the actual number of assessments is down, the complexity of the assessments has increased requiring some sites to be re-visited 2 to 4 times.

The following are statistics for other OHS activities:

Indoor air quality tests	10
Workplace inspections	5
Noise Level Testing	41
Hearing Tests	512

We provided resource materials to departments upon request.

Working with the department managers, we assisted 14 employees returning to work - 9 from sick leave, 2 from Workers Compensation Board leave and 3 from Long-Term Disability leave.

This year there were 26 employees applied for Long Term Disability with 14 employees accepted and 12 denied. Last year there were 10 accepted and 5 denied.

Corporate Services Division

The Corporate Services Division provides leadership in the areas of payroll administration, systems administration and corporate services.

Corporate Services and Finance

The section provides leadership and guidance to all divisional initiatives and activities including the development and management of the PSC budget. Advice is also routinely provided on a range of financial and administrative related matters.

Updates to the Human Resource Policy and Procedures Manual continue to be initiated by the section. The Human Resource Policy and Procedures Manual is accessible to staff through the intranet.

The section coordinates the HR Managers Group which meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input to policies and procedures and discuss HR related issues. The HR Forum is highly valued as a networking and communication vehicle within government.

This section along with the Systems and Administration Section also provides administration services to both the Excluded and UPSE Training and Development Funds.

French Language Training

The province negotiated a second contract with Collège Acadie Î.-P.-É. for the delivery of courses at the beginner, intermediate levels and advanced levels. The part-time evening program is based on adult French second language curriculum from the Collège Universitaire de Saint-Boniface, Manitoba. The theme-based program, emphasizes oral communication skills and continues to be well received by employees. A total of 222 employees were enrolled in the three semesters between April 2009 and March 2010.

The time commitment to each course is 33 hours over a total of 11 weeks, with employees attending on their own time. Contracting with the Collège Acadie Î.-P.-É. has improved employee accessibility to French language instruction by offering courses in 7 regions of the Island, for a total of 47 classes at numerous levels of ability.

French Language Training has maintained responsibility for the direct delivery of grammar and maintenance courses for bilingual employees. During the year there were 6 maintenance classes and 2 grammar classes for bilingual employees wanting to maintain and improve their French. A total of 64 employees participated in this portion of the program.

A new initiative launched during the year to support bilingual employees, is the Bilingual Employee's Virtual Network. Every two weeks, French Language Training sends out a French bulletin containing tools, tips and activities for active use of French skills. Any employee can sign up to this bulletin which is communicated via the government e-mail system.

In addition to the newsletter, every two weeks, French Language Services organized informal brown bag lunches at the cafeteria where employees could come to chat in French in a relaxed atmosphere. The program was easy to implement and employees took advantage of the opportunity. Next year the program will expand to work sites outside of Charlottetown.

French language oral proficiency assessment is a service offered by French Language Training. Approximately 40 assessments were done. Including: bilingual candidates for the Internship Program, collaboration with the health sector, new employees self-identifying skills in the application for employment and the usual referrals from staffing officers. French Language Training maintains the database of provincial bilingual employees.

At this time there are approximately 70 bilingual designated positions across the civil and health sectors of government, with a total of about 200 employees with a sufficient level to provide back-up services in French.

Systems and Administration

Systems and Administration provides a variety of services to the civil service, health sectors and to the internal staff of the PSC. Services include management of the Department of Health and civil service payroll, Human Resources Management System for the civil service and health sector, advice and assistance on human resource technology initiatives, advice on administration of the collective agreement between government and the Union of Public Service Employees and Public Service Commission administration.

Services to the departments include reporting on HR data and payroll data. We continue to meet regularly with civil and health sector user groups to ensure processes and systems meet the needs of the various organizations.

There were 2,475.02 full-time equivalent positions in the civil service at March 31, 2010.

The PSC is leading the corporate initiative relating to the upgrade and implementation of the payroll and Human Resource Management System. Work continues on the implementation of Human Resource Management System and Payroll into the three school boards. Go live date is targeted for May 2010.

Systems and Administration continues to support the various divisions of the PSC and departments to find technical solutions which will assist in the improvement of human resource processes. The PSC partners with the Information Technology Management Group of Provincial Treasury in the delivery of an employee self-service system. It provides employees online viewing of their personal, pay and leave information. In 2009 the Department of Social Services and Seniors piloted InSite portal in a few divisions with the plan to expand to the entire department on a gradual basis. Currently we are in the planning stages of piloting the InSite portal with Health PEI.

Public Service Commission and the *French Language Services Act*

Progress Summary

The PSC supports government's efforts to build bilingual capacity in response to departmental Human Resource needs flowing from the French Language Services Act.

In the current year, 16 bilingual positions were staffed and there are approximately 70 bilingual positions across government. To assess for French language skills, staffing officers consult the database of bilingual employees, refer candidates to French Language Training and conduct parts of the employment interview in French.

In addition to assessment for staffing purposes, government employees at the intermediate and advanced levels of French are invited to have their skills re-assessed every two years. The PSC invites new employees having identified French on their employment application, to come forward for formal assessment with French Language Training. Through this process, employees are encouraged to sign up to the bilingual employee network and take French courses at their level. Approximately 40 assessments are done each year.

Across government, approximately 200 employees, including the health sector, are evaluated as bilingual in a database maintained by French Language Training Program staff. The information is available to Human Resource managers to assist them in accurately identifying bilingual capacity within their organization.

A number of assessments were made for the 1 year Internship Program, having 3 positions identified as bilingual. A number of interns gladly accepted the opportunity for assessment and enrolled in the French courses, opened up to all provincial government interns including the 6 month placements.

For a second year, the province partnered with Collège Acadie Î.-P.É. to assist in the delivery of French language training to provincial government employees. Under contract to the province, Collège Acadie Î.-P.-É. delivered beginner, intermediate and advanced levels of French language training. The French Language Training Program retains responsibility for advanced classes such as grammar review and conversation maintenance for bilingual employees.

A total of 287 employees participated in courses over three semesters across all government departments, including the health sector. Over half the employees were enrolled in two of three semesters, representing an average of 70 hours of personal time to attend evening classes.

In the area of policy, in anticipation of future bilingual HR needs, the PSC conducted a series of focus groups with bilingual employees across government to determine some of their challenges around French language service delivery. The information was presented to HR managers. Acadian and Francophone Affairs and Public Service Commission were also invited to make a presentation to Deputy Ministers. Further research was done at the request of the Deputy Ministers.

The PSC was represented on provincial committees of two Canadian health organisations; Consortium national de formation en santé and Société Santé en français to identify and pilot French language training strategies for health professionals.

In conclusion, Public Service Commission job applications are available in both official languages and postings for bilingual positions are advertised simultaneously in both languages. A diversity Calendar, a pamphlet promoting Staffing Services, and a Department Career Showcase document have been published in both languages. Portions of the Public Service Commission website have been translated.

As for the PSC staff, there are 4 bilingual positions: a staffing officer, two administrative support positions and the manager of the French Language Training Program.

La Commission de la fonction publique et la *loi sur les services*

La Commission de la fonction publique de l'Î.-P.-É. appuie les efforts du gouvernement dans le renforcement de la capacité bilingue afin de répondre aux besoins des ministères qui découlent de la Loi sur les services en français en matière de ressources humaines.

Au cours de la présente année, 16 postes bilingues ont été pourvus. Il y a environ 70 postes bilingues dans l'ensemble du gouvernement. Afin d'évaluer les compétences linguistiques en français, les agents de dotation consultent la base de données des employés bilingues, présentent des candidats au Programme de formation linguistique en français et effectuent une partie des entrevues en français.

En plus de ces évaluations aux fins de la dotation, les fonctionnaires qui sont désignés comme ayant un niveau intermédiaire ou avancé en français sont invités à faire réévaluer leurs compétences chaque deux ans. La Commission de la fonction publique invite les nouveaux employés qui ont affirmé connaitre le français sur leur formulaire de demande d'emploi à évaluer leurs compétences linguistiques par le biais du Programme de formation linguistique en français. Ce processus encourage les employés à se joindre au réseau des employés bilingues et à suivre des cours de français au niveau qui leur convient. Environ 40 évaluations sont menées chaque année.

Environ 200 employés et employées de l'ensemble du gouvernement, incluant le secteur de la santé, ont été évalués comme étant bilingues dans une base de données maintenue par le personnel du Programme

de formation linguistique en français. Ces renseignements sont offerts aux gestionnaires des ressources humaines pour les aider à constater avec exactitude la capacité bilingue de leur organisme.

Un certain nombre d'évaluations ont été effectuées dans le cadre du Programme de stages d'un an, puisque trois postes étaient désignés bilingues. Plusieurs stagiaires ont accueilli l'occasion et se sont inscrits aux cours de français. Ces cours sont offerts à tous les stagiaires du gouvernement provincial, y compris ceux qui font des stages de six mois.

Pour une deuxième année, la province a établi un partenariat avec le Collège Acadie Î.-P.-É. pour aider à la prestation de la formation linguistique en français aux fonctionnaires provinciaux. Lié par contrat à la province, le Collège Acadie Î.-P.-É. est chargé de la prestation de cours de niveaux débutant, intermédiaire et avancé en formation linguistique en français. Le Programme de formation linguistique en français est toujours responsable de livrer des cours avancés tels que la révision grammaticale et le maintien des acquis pour les employés bilingues.

Dans l'ensemble des ministères du gouvernement, incluant le secteur de la santé, un total de 287 employés ont participé aux cours sur une période de trois trimestres. Plus de la moitié des fonctionnaires se sont inscrits pendant au moins deux trimestres, représentant un investissement moyen de 70 heures de temps personnel consacrées au cours du soir.

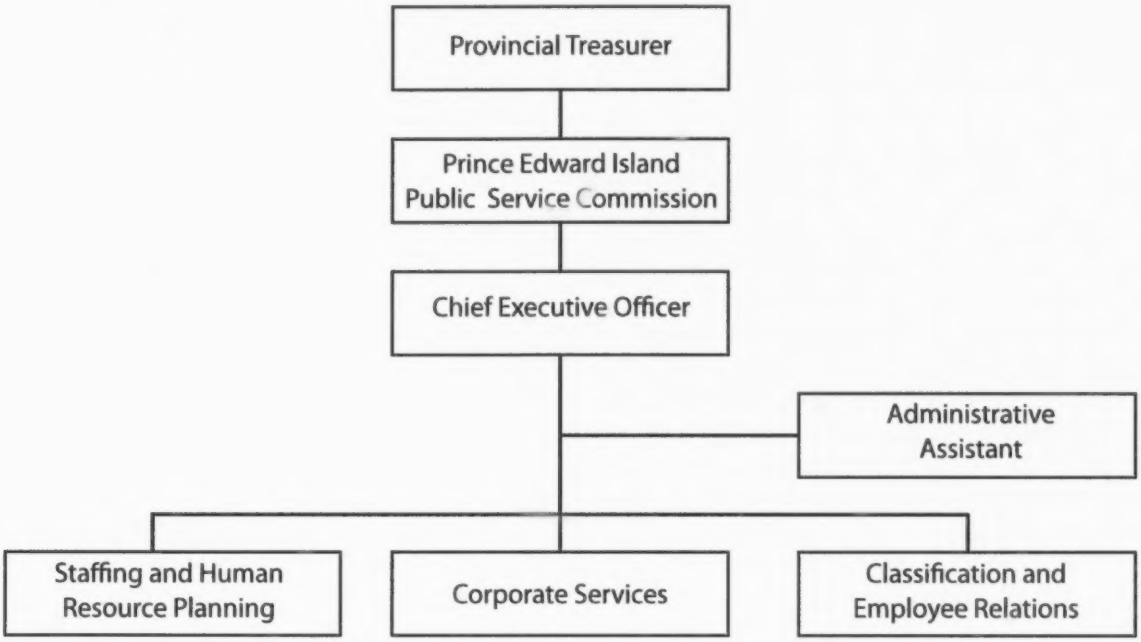
En ce qui concerne les politiques, la Commission de la fonction publique a tenu une série de groupes de discussion avec des employés bilingues de l'ensemble du gouvernement en prévision de besoins futurs en matière de ressources humaines. Le but était de cerner les défis liés à la prestation de services en français, et les résultats ont été partagés avec les gestionnaires des ressources humaines. On a invité la Division des affaires acadiennes et francophones ainsi que la Commission de la fonction publique à faire une présentation aux sous-ministres. D'autres travaux de recherche ont ensuite été entrepris à la demande des sous-ministres.

Des représentants de la Commission de la fonction publique ont siégé aux comités provinciaux de deux organismes canadiens en santé, soient le Consortium national de formation en santé et la Société Santé en français, afin d'identifier et de piloter des stratégies de formation linguistique en français pour les professionnels de la santé.

En conclusion, les formulaires de demande d'emploi de la Commission de la fonction publique sont disponibles dans les deux langues officielles, et les postes bilingues sont annoncés simultanément dans les deux langues officielles. Un calendrier sur la diversité, un dépliant sur le Service de dotation et un document sur le Salon des carrières ministérielles ont été publiés dans les deux langues officielles. Certaines parties du site Web de la Commission de la fonction publique ont été traduites.

Il y a quatre postes désignés bilingues à la Commission de la fonction publique : un poste d'agent de dotation, deux postes de soutien administratif, ainsi que le poste de direction du Programme de formation linguistique en français.

Organizational Chart



- Staffing
- Human Resource Planning
- Diversity

- Payroll Administration
- Corporate Services
- Systems and Administration
- French Language Training
- Training and Development Fund

- Labour Relations
- Classification
- Occupational Health and Safety
- Employee Assistance Program

Appendix A – Public Service Commission Budget

Public Service Commission Expenditures and Revenue

Division	Unaudited Actual 2009/2010	Budget Revised 2009/2010	Budget Estimate 2009/2010
Expenditure Budget			
Management	235,351	235,800	235,800
Classification and Employee Relations	2,018,754	2,068,300	2,068,300
Staffing and HR Planning	2,012,002	1,990,300	1,990,300
Corporate Services	1,306,495	1,343,300	1,343,300
Total PSC Expenditures	**$ 5,572,602**	**$ 5,637,700**	**$ 5,637,700**
Revenue Budget			
Management	0	0	0
Classification and Employee Relations	60,000	60,000	60,000
Staffing and HR Planning	506,300	506,300	506,300
Corporate Services	96,918	105,000	105,000
Total PSC Revenue	**$ 663,218**	**$ 671,300**	**$ 671,300**

Appendix B-1 – Civil Service Establishment

	Exec Division	Classified Division								Casual Division	Total All Divisions
		Employees					Vacant Positions				
Department/Agency		**FT**	**EXL FT**	**PT**	**EXL PT**	**Total**	**FT**	**PT**	**Total**	**Total**	
Agriculture	1	79	9	7	0	95	14	1	15	34	145
Attorney General	1	226	51	46	0	323	20	8	28	95	447
Auditor General	1	0	15	0	0	15	6	0	6	0	22
Communities, Cultural Affairs & Labor*	0	103	11	28	0	142	0	0	0	0	142
Innovation & Advanced Leaning	1	54	5	1	0	60	13	0	13	27	101
Education & Early Childhood Development	2	48	10	0	0	58	5	1	6	59	125
Employment Development Agency	0	3	0	1	0	4	1	0	1	1	6
Executive Council	5	8	14	0	0	22	8	0	8	7	42
Environment, Energy & Forestry**	1	101	9	37	0	147	8	5	13	21	182
Fisheries, Aquaculture & Rural Development	1	57	3	7	0	67	17	1	18	15	101
Health & Wellness	1	0	1	0	0	1	1	0	1	4	7
Liquor Control Commission	1	93	6	31	0	130	7	24	31	106	268
Finance & Municipal Affairs	2	252	50	5	0	307	45	3	48	99	456
Public Service Commission	1	0	46	0	2	48	7	1	8	11	68
Community Services, Seniors & Labor	1	302	45	25	0	372	14	3	17	122	512
Tourism & Culture***	1	51	9	74	0	134	1	5	6	79	220
Transportation & Public Works	1	359	20	192	0	571	34	36	70	181	823
Total March 31, 2010	21	1736	304	454	2	2496	201	88	289	861	3667
Total March 31, 2009	21	1692	304	463	4	2463	195	75	270	750	3504
Difference	0	44	0	-9	-2	33	6	13	19	111	163

Legend: FT = Full=time EXL FT = Excluded Full-time PT = Part-time EXL PT = Excluded Part-time

*= employees transferred to other Departments, effective April 2010, in accordance with the Department re-alignment announced January 13, 2010

= includes Energy Corporation *= includes Tourism PEI

Appendix B-2 – Length of Service Profile

Classified Division Full-time and Part-time March 31, 2010				
Service	**Male**	**Female**	**Total**	**Percentage of Total**
<2	62	67	129	5.2
2 – 5	157	155	312	12.5
6 – 10	380	318	698	28
11 – 15	186	222	408	16.3
16 – 20	142	133	275	11
21 – 25	144	164	308	12.3
26 – 30	109	76	185	7.4
31 +	75	106	181	7.3
Total	**1,255**	**1,241**	**2,496**	100.0%
Average Years of Service	14.6	14.9	14.7	

Appendix B-3 – Age Profile

Classified Division Full-time and Part-time March 31, 2010				
Age	**Male**	**Female**	**Total**	**Percentage of Total**
Under 25	3	6	9	0.4%
25 – 29	29	49	78	3.1%
30 – 34	83	125	208	8.3%
35 – 39	134	135	269	10.8%
40 – 44	161	160	321	12.9%
45 – 49	203	226	429	17.2%
50 – 54	275	254	529	21.2%
55 – 59	227	196	423	16.9%
60 – 64	106	80	186	7.4%
Over 65	34	10	44	1.8%
Total	**1,255**	**1,241**	**2,496**	100.0%
Average Age	49	47	48	

Appendix B-4 – Departmental Profile

Classified Division Full-time and Part-time March 31, 2010			
Department	**Male**	**Female**	**Total**
Agriculture	47	48	95
Attorney General	136	187	323
Auditor General	6	9	15
Communities, Cultural Affairs & Labor	57	85	142
Innovation & Advanced Leaning	8	52	60
Education & Early Childhood Development	10	48	58
Employment Development Agency	2	2	4
Executive Council	4	18	22
Environment, Energy & Forestry	97	50	147
Fisheries, Aquaculture & Rural Development	19	48	67
Health & Wellness	0	1	1
Liquor Control Commission	61	69	130
Finance & Municipal Affairs	173	134	307
Public Service Commission	8	40	48
Community Services, Seniors & Labor	81	291	372
Transportation & Public Works	472	99	571
Tourism & Culture	74	60	134
Total	**1,255**	**1,241**	**2,496**

Appendix B-5 – Separations

Classified Division March 31, 2010			
Reason	**Male**	**Female**	**Total**
Retirement	30	19	49
Resigned	14	16	30
Dismissed	0	1	1
Deceased	4	1	5
Lay-off	4	0	4
Total	52	37	89

Appendix C-1 – 2009-2010 Staffing Statistics

	Government	Health Sector	Total
Competitions			
Internal Competitions	375	1,983	2,358
External Competitions	123	313	436
Total Competitions	498	2,296	2,794
Competition Applicants	8,658	18,903	27,561
Qualified/Eligible Applicants	3,016	13,117	16,133
Appointments			
Permanent Appointments	237	909	1,146
Temporary and Casual Appointments	229	1,163	1,392
Total Appointments	466	2,072	2,538

Appendix D – 2009-2010 Classification Report

Location	Positions Classified
PEI Civil Service	285
Health Sector	174
Education Sector	4
PEI Liquor Control Commission	9
Other	8
Total	**480**

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